

Risk Management

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Update on use of CCTV in swimming pool areas

In response to last issue's risk management article regarding swimming pool safety, TRC received a number of calls from well-established hospitality risk management professionals advising that the use of closed circuit television cameras to monitor swimming areas and pool activities from a remote location (i.e., the front desk) may create a greater expectation of safety from hotel guests and hence impose a greater duty of care on the part of the hotel. If guests see the cameras, they may think that they are continuously monitored by staff dedicated to this effort and that hotel staff will respond immediately and professional help will be summoned if an emergency should occur in the pool area. In short, the mere presence of such cameras can create an implied sense of safety and supervision that guests might unwittingly rely upon to their own detriment. TRC advises all hotels to check with their corporate risk management department, legal counsel, and insurance company to learn the ramifications and legal expectations of installing CCTV in their pool areas or other parts of their property. Hotels should also clearly post signs if no lifeguard is provided or present and provide a phone that dials 911 in order to summon emergency help from outside the hotel.